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Response Under 37 C.F.R. § 1.116 -  
Expedited Procedure - Examining Group 3629

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

WILLIAM T. ROWSE et al.

Serial No.: 09/547,661

Filed: April 12, 2000

For: SYSTEM FOR PROCESSING A CUSTOMER CONCERN

Attorney Docket No.: 200-0053 (FMC 1185 PUS)

Group Art Unit: 3629

Examiner: Jonathan P. Ouellette

**REPLY UNDER 37 C.F.R. § 1.116**

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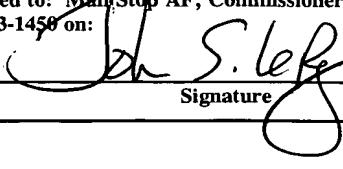
In response to the Office Action mailed November 2, 2005, Applicant hereby requests reconsideration in view of the following remarks:

**CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8 (FIRST CLASS MAIL)**

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